Dear Provider:

Sandata is pleased to announce the release of version 6.9.48 of the Santrax® Agency and Payor Management system.

We are now including all items in the release notes. They may or may not apply to your configuration.
In reviewing the notes attached, please refer to the "prerequisites" line which indicates the required functionality, product, or audience associated with the item. If the functionality is not automatically available, please contact Customer Care for additional information.

Maintenance Information
Sandata will deploy this update to the system on Thursday, April 11, 2019 at 9:00PM Eastern Time (ET). The maintenance will take 4 (four) hours, ending at 1:00 AM ET on Friday, April 12, 2019. Please advise your staff to log out of the system by 9:00 PM (ET) on Thursday, April 11, 2019. Failure to log out of the system may result in the user being automatically timed out.

During this time:
- The system will be unavailable.
- Field Staff who call in and call out, should continue to call in and call out.
- Field Staff, using Mobile Visit Verification (MVV) on a mobile device, will be able to log in or out using the device.
- Calls will continue to be collected, but they will not be sent to the agency databases until the maintenance is complete.
- There will be alerts sent during the time the system is down.

Release Notes
Please review the attached Release Notes with your staff.

Next Scheduled Release Date
The next scheduled release is Thursday, April 25, 2019.

If you have any questions or comments, please contact Sandata Customer Care at (855)781-2079 or via email at RICustomerCare@sandata.com.

Best Regards,

Sandata Customer Care
Sandata Technologies
26 Harbor Park Drive, Port Washington, NY 11050

Browser Support
We support the current and prior major releases of Mozilla Firefox, Microsoft Internet Explorer versions IE9, IE10 and IE11 as well as Google Chrome (Chrome is only compatible with Sandata Electronic Visit Verification). As a new major release of a browser becomes generally available, we test the new version and will support that release once we have fully tested it and determined that our users will be able to utilize the new browser with our software. We reserve the right to discontinue support of major releases of browsers once that browser is no longer supported. This policy to support modern browsers allows us to take advantage of the most recent efficiencies in the browsers to maximize the user experience and also ensure our solutions are running on the most recent security and performance updates. .

Please do not reply to this email address.
Thanks.